

City of Saint Paul  
**Water Quality Laboratory Job Family Competency Matrix**  
 (Each competency builds upon the other as the class series progresses.)

Effective Date: February 23, 2009

Classification Titles	Water Laboratory Aide Occupation Code: 606 BU: 02, AFSCME Technical Grade: 022 <a href="#">Salary Info</a>	Water Laboratory Technician I Occupation Code: 395B BU: 02, AFSCME Technical Grade: 025 <a href="#">Salary Info</a>	Water Laboratory Technician II Occupation Code: 396B BU: 02, AFSCME Technical Grade: 031 <a href="#">Salary Info</a>
General Duty Statement	Performs basic field and office laboratory work related to Saint Paul Regional Water Systems (SPRWS) by assisting technicians in the collection of Total Coliform Rule samples in the water distribution system, recording measurements, and entering data into microcomputer work files. Performs other related duties as required.	Performs entry-level technical work in the Saint Paul Regional Water Services (SPRWS) laboratory by collecting, labeling, documenting, and preserving samples from the distribution system, wells, lakes, streams, and various water sources. Assists with the calibration, repair, and maintenance of laboratory equipment. Monitors and records incubator and refrigerator temperatures. Collects standard water samples at new or replaced mains. Performs other related duties as required.	Performs intermediate-level technical work in the Saint Paul Regional Water Services (SPRWS) laboratory by collecting, labeling, documenting, and preserving samples from distribution system, wells, lakes, streams, and various water sources. Performs pH, turbidity, chlorine, oxygen, and temperature readings and transports samples to the laboratory. Calibrates, repairs, and maintains laboratory equipment used for testing. Enters laboratory data into computer spreadsheets and databases and assists in the preparation of laboratory reports and graphs. Maintains quality control standards as set by the laboratory, state, and federal authorities. Performs other related duties as required.
Supervision Received	Works under the close supervision of a unit supervisor.	Works under the close supervision of a unit supervisor.	Works under the technical supervision of a unit supervisor.
Supervision Exercised	None.	None.	May guide or orient lower-level support, technical, or professional staff.

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<b>Technical Expertise, Technology Used, and Work Methods</b>	<p>Demonstrates a familiarity with and an ability to learn to perform basic laboratory routines and computational procedures to solve basic problems associated with the assigned work.</p> <p>Demonstrates a basic understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing routine assignments.</p> <p>Demonstrates an ability to follow established safety practices, including the proper use and care of City vehicles, equipment, and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>	<p>Demonstrates an ability to assist with calibration, repair, and maintenance of laboratory equipment. Demonstrates an ability to perform laboratory routines and computational procedures to solve routine problems associated with the assigned work.</p> <p>Demonstrates a basic understanding of the common principles, terms, procedures, and practices of the drinking-water industry. Demonstrates an ability to apply this understanding to identify and resolve routine problems associated within the work.</p> <p>Demonstrates an understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.</p> <p>Demonstrates a basic knowledge of and an ability to apply departmental and City policies and procedures.</p> <p>Demonstrates an ability to follow established safety practices, including the proper use and care of City vehicles, equipment, and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>	<p>Demonstrates an ability to calibrate, repair, and maintain laboratory equipment. Demonstrates an ability to perform laboratory routines and computational procedures to solve advanced problems associated with the assigned work.</p> <p>Demonstrates an understanding of the common principles, terms, procedures, and practices of the drinking-water industry. Demonstrates an ability to apply this understanding to identify and resolve complex problems associated within the work.</p> <p>Demonstrates an advanced understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.</p> <p>Demonstrates knowledge of and an ability to apply departmental and City policies and procedures.</p> <p>Demonstrates an ability to follow established safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>

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<b>Project and Program Management, Prioritization, Planning, and Finances</b>	<p>Demonstrates an ability to quickly gain a basic understanding of the priorities and objectives of a project assignments and a basic understanding of SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve basic problems, ask for help, or notify the supervisor of problems that cannot be resolved or decisions that need to be made.</p> <p>Demonstrates an ability to plan, coordinate, and monitor assigned work.</p> <p>Demonstrates an ability to plan and prioritize own work, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p>	<p>Demonstrates an understanding of the priorities, goals, and objectives of project assignment and an understanding of the SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve routine problems, ask for help, or notify the supervisor of problems that cannot be resolved or decisions that need to be made.</p> <p>Demonstrates an ability to plan, coordinate, monitor, and manage assigned work. Demonstrates an ability to define and measure results.</p> <p>Demonstrates an ability to plan and prioritize own work, coordinate assigned work of others, meet deadlines, and adhere to work schedule and hours assigned.</p> <p>Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p>	<p>Demonstrates an advanced understanding of the priorities, goals, and objectives of project assignment and an understanding of the SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve complex problems, ask for help, or notify the supervisor of problems that cannot be resolved or decisions that need to be made.</p> <p>Demonstrates an advanced ability to conduct research, to analyze data and prepare conclusions, and to prepare reports and recommendations.</p> <p>Demonstrates an advanced ability to plan and prioritize own work, coordinate assigned work of others, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p>

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Communication	<p>Demonstrates an ability to learn to effectively listen, speak, write, and interact tactfully in a work group or with the public.</p> <p>Demonstrates an ability to follow basic oral and written instructions.</p> <p>Demonstrates an ability to complete departmental forms, records, and daily reports.</p> <p>Demonstrates an understanding of and respect for the diversity of customers, co-workers, and supervisors.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public.</p> <p>Demonstrates an ability to follow detailed oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers and co-workers.</p> <p>Demonstrates an ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p>	<p>Demonstrates an advanced ability to effectively listen, speak, write, and interact tactfully in a work group or with the public.</p> <p>Demonstrates an ability to follow complex oral and written instructions.</p> <p>Demonstrates an advanced understanding of and respect for the diversity of customers and co-workers.</p> <p>Demonstrates an advanced ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p>

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<b>Teamwork, Leadership, and Management</b>	<p>Demonstrates an ability to learn to be an effective team member and accomplish the team’s assignments within an agreed-upon time line and established standards.</p> <p>Demonstrates an ability to learn to be an effective team member by being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates an understanding of the specific roles, responsibilities, and expectations of employees within the team.</p> <p>Demonstrates self management and accountability to assigned work unit team by exhibiting flexibility and adaptability, maintaining a positive work image, and producing quality work products in a timely manner.</p>	<p>Demonstrates effective team membership by showing initiative, including finding additional work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates an understanding of and an ability to guide co-workers to achieve desired results.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in daily work assignments. Demonstrates an ability to self manage time and appropriately prioritize work assignments.</p> <p>Demonstrates self management and accountability to assigned work unit team by exhibiting flexibility and adaptability, maintaining a positive work image, and producing quality work products in a timely manner.</p>	<p>Demonstrates effective team membership by showing initiative, including finding additional work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates leadership abilities by sharing expertise and knowledge with lower-level employees and working with management to improve processes, systems, and procedures.</p> <p>Demonstrates an advanced understanding of the specific roles, responsibilities, and expectations of employees within the team.</p> <p>Demonstrates an advanced ability to made decisions independently and as a part of the group decision making process.</p>

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<b>Customer Service</b>	Demonstrates an ability to quickly gain an understanding of SPRWS’ mission and vision and the associated customer service standards.  Demonstrates an ability to learn from coworkers on how to handle customer complaints, questions, or inquiries.	Demonstrates an understanding of SPRWS’ mission, vision, and associated customer service standards and an ability to apply those in day-to-day customer service interactions.  Demonstrates an ability to address routine customer complaints, questions, or inquiries.	Demonstrates an understanding of SPRWS’ mission, vision, and associated customer service standards and an ability to apply those in day-to-day customer service interactions.  Demonstrates a commitment to continuously improve customer service.
<b>Requirements</b>			
<b>Education, Certificates, and Registrations</b>	High school graduation or General Education Development certificate (GED).  Successful completion of college course work in inorganic chemistry, quantitative chemistry, and microbiology, or graduation from an accredited chemical technology curriculum.  Must possess a valid Minnesota Class D Driver’s License, or equivalent out-of-state driver’s license. The driver’s license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.	High School graduation or General Education Development certificate (GED).  One (1) year of coursework in a Medical/Clinical Laboratory Technician program (usually a two-year program leading to an Associate of Applied Science degree). Or one (1) year of college chemistry, biology, and/or microbiology courses. Or one (1) year of experience in a water, clinical, or public health laboratory or as a Water Quality Aide or equivalent.  Must possess a valid Minnesota Class D Driver’s License, or equivalent out-of-state driver’s license. The driver’s license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.	High School graduation or General Education Development certificate (GED).  Completion of a Medical/Clinical Laboratory Technician program (usually a two-year program leading to an Associate of Applied Science degree) or equivalent. Or two (2) years of college chemistry, biology and/or microbiology courses; or two (2) years of experience in a water, clinical, or public health laboratory or as a Water Technician I or equivalent.  Must possess a valid Minnesota Class D Driver’s License, or equivalent out-of-state driver’s license. The driver’s license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.